

Type of Plan Health Maintenance Organization
 Total Number of Members 96,469
 Years of Operating Experience 16
 Total Number of Primary Care Physicians (PCPs)..... 270
 Percentage of PCPs Accepting New Patients..... 81%
 Percentage of Board Certified Specialty Care Physicians 89%
 Number of Urgent Care Facilities 10
 Number of Dentists No Routine Dental Offered

ADDITIONAL INFORMATION

Referral/Prior Authorization Requirements	No written referral requests are required when receiving medically necessary care from participating, specialty care providers. Participating specialty care providers include all UW Health Physicians and other community physicians listed in the State of Wisconsin/Wisconsin Public Employees Provider Directory under "Specialty Care Providers". This directory can be found on-line through our website at www.pplusic.com . Referrals to non-participating providers, all inpatient services, and selected outpatient services require authorization from the plan before you receive care.
Medicare Claims Procedure	If Medicare is the primary carrier, claims must be submitted to Medicare first. After Medicare processes the claim, you will receive an Explanation of Medicare Benefits (EOMB). You or your provider should then submit the itemized bill for medical services and the EOMB to Physicians Plus for processing as the secondary carrier. For pharmacy claims, you must submit the itemized bill, any receipts and the EOMB to the plan for processing as the secondary carrier.
Prescription Drug Policy	There are over 1,500 drugs on the Physicians Plus drug formulary. If a formulary alternative is not appropriate or effective, we will consider a formulary exception request. In order for these non-formulary drugs to be covered for you, they must be prior authorized. Prescribing physicians should have a drug formulary exception request form that begins this process. We will send you and the requesting physician written notice of whether or not the drug will be covered. For more information, an abbreviated version of the Physicians Plus drug formulary can be viewed on our website at www.pplusic.com . Members can use any of the many Physicians Plus participating pharmacies. Members have access to conveniently located community pharmacies or from select national (Kmart, Target, Walgreens, and Wal-mart) and regional chains (Pamida, Osco, Shopko, and Kohl's).
Dispensing Policy	Prescription drugs will be dispensed in quantities up to a 30-day supply per prescription or refill. Exception: Oral contraceptives may be obtained in quantities up to 84 days (3 cycles, with 3 copayments charged). A separate copayment is required for each cycle dispensed. For more information, contact our Pharmacy Services department.

ADDITIONAL INFORMATION

Mail Order	Refill prescriptions can be mail-ordered to members, wherever they are in the U.S., within 3 to 5 business days through a special arrangement with UW Health-Physicians Plus pharmacies. These pharmacies also offer same day/next day home delivery if you live in the Madison area. On-line ordering is available through our website at www.pplusic.com . If you have additional questions about delivery and payment options, please call a UW Health-Physicians Plus pharmacy representative at 608-287-2400.
Disposable Diabetic Supplies Procedure	Supplies may be purchased from either a plan pharmacy or a plan durable medical equipment provider. The 20% coinsurance is required at the time of purchase.
Outpatient Mental Health Network/Policy	When you need a mental health provider, contact UWMF Behavioral Health Consultation System at (608) 282-8960 or (800) 683-2300. A mental health professional will assess your situation and refer you to the appropriate provider. All mental health assessments and treatment require prior authorization.
24-Hour Nurse Line	Call your Primary Care Physician.
PCP Restrictions	Members choose a primary care physician from the list of family practitioners, internal medicine doctors, pediatricians, and obstetricians/gynecologists listed in our State of Wisconsin/WPE Provider Directory. Each family member can select a different primary care physician from our list of participating providers.
Dental Benefits Provided	No routine dental coverage offered.
Quality Improvements Initiative	<ul style="list-style-type: none"> Clinically, we will continue to focus on evidence-driven, population-based healthcare. Some highlights include chronic illness management programs for Depression, Diabetes, and Congestive Heart Failure. We continue to give our providers the ability to download our drug formulary from our website, which can contribute to reducing medication errors. In our service area, we are extending our focus on customer responsiveness and problem resolution above nationally-recognized standards of call center performance..

Counties in Service Area	Hospitals in County	Major Providers in County
Columbia	Columbus Community Hospital	For a complete listing of our hospitals, physicians and other healthcare providers, please consult the Physicians Plus State of Wisconsin/WPE Provider Directory. To obtain a Provider Directory, call our Customer Service Representatives at (608) 282-8900 or (800) 545-5015.
Dane	Divine Savior Hospital Meriter Hospital University of Wisconsin Hospital & Clinics Stoughton Hospital	
Iowa	Memorial Hospital of Iowa County	
Richland	Richland Hospital	
Rock	Memorial Community Hospital	
Sauk	Sauk Prairie Memorial Hospital	